

# Integrated Care 24 Limited – Head Office

## Quality Report

Kingston House  
The Long Barrow  
Ashford  
Kent  
TN24 0GP.  
Tel: 01233 505450  
Website: [www.ic24.org.uk](http://www.ic24.org.uk)

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

Overall rating for this service

Good 

Are services safe?

Good 

# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	4

### Detailed findings from this inspection

Our inspection team	5
Background to Integrated Care 24 Limited – Head Office	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Integrated Care 24 Limited – Head Office on 12, 13 & 14 July 2016. The overall rating for the service was good. However we rated the service as requires improvement for providing safe services as we determined that the service must review the arrangements for the management and recording of controlled drugs to make them more effective.

The full comprehensive report on the 12,13 & 14 July 2016 inspection can be found by selecting the ‘all reports’ link for Integrated Care 24 Limited – Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 7 June 2017 to confirm that the service had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 12, 13 & 14 July 2016. This report covers our findings in relation to those requirements.

Overall the service remains rated as good.

Our key findings were as follows:

- We found that the provider had introduced new standard operating procedures for medicines including controlled drugs (medicines that require extra checks and special storage because of their potential misuse).
- There had been a comprehensive training programme across the provider so that clinicians, drivers and receptionists understood their responsibilities in relation to handling controlled drugs.
- A programme of reporting and audit had been introduced which entailed regular checks of controlled drugs as well as stock checking of medicines.
- A new process had been introduced to help ensure that prescription forms, both computerised and handwritten could be traced through the service to the patient.

At our previous inspection on 12, 13 & 14 July 2016, we identified a breach of the regulations in respect of the arrangements for the management and recording of controlled drugs.

At this inspection we found that the provider had taken action to remedy the issue, consequently the service is rated as good for providing safe services.

# Summary of findings

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

At our previous inspection on 12,13 & 14 July 2016, we rated the service as requires improvement for providing safe services as we determined that the service must review the arrangements for the management and recording of controlled drugs to make them more effective.

At this inspection we found that the provider had taken action to remedy the issue consequently, the service is rated as good for providing safe services.

- We found that the provider had introduced new standard operating procedures for medicines including controlled drugs
- There had been a comprehensive training programme across the provider so that clinicians, drivers and receptionists understood their responsibilities in relation to handling controlled drugs.
- A programme of reporting and audit had been introduced which entailed regular checks of controlled drugs as well as stock checking of medicines.
- A new process had been introduced to help ensure that prescription forms, both computerised and handwritten could be traced through the service to the patient.
- The type and quantities of medicines held by the service had been reduced to make errors less likely.

Good



# Integrated Care 24 Limited – Head Office

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection team comprised a CQC inspector.

## Background to Integrated Care 24 Limited – Head Office

Integrated Care 24 Limited – Head Office is the registered location for the out-of-hours GP service provided by Integrated Care 24 Limited.

Integrated Care 24 Limited is a not-for-profit social enterprise that provides urgent medical care and advice out-of-hours for patients across much of the south east. The Head office location provides services across Kent. The service is contracted by the NHS clinical commissioning groups for these areas. It provides primary medical services outside of usual working hours (out-of-hours or OOH) when GP practices are closed, this includes overnight, during weekends and when practices are closed for training. The service covers a population of approximately 1.500,000.

Most patients access the out-of-hours service via the NHS 111 telephone service. This service is undertaken by a different provider and calls arrive electronically at IC24 after being triaged by that provider. Patients may be seen by a clinician, at a local primary care centre usually located adjacent to a hospital Accident and Emergency facility, or patients may receive a telephone consultation or a home

visit depending on their needs. Some patients access the primary care centres by walking in or are referred from the hospital accident and emergency departments or other urgent care centres.

The health of people in Kent is generally better than the England average. Deprivation is lower than average, however about 17.6% (48,300) of children live in poverty. Life expectancy for both men and women is higher than the England average.

The GP out-of-hours service is provided at the Primary Care Centres (PCC) show below:

Address

Ashford

Fracture Clinic

William Harvey Hospital

TN24 0LZ

Cranbrook

Jockey Lane

TN17 3JN

Maidstone

Fracture Clinic

Maidstone Hospital

Hermitage Lane

ME16 9QQ

Tonbridge

Tonbridge Cottage Hospital

# Detailed findings

Vauxhall Lane

TN11 0NE

Sevenoaks

Sevenoaks Hospital

Outpatients Building

Hospital Road

TN13 3PG

Dartford

Darent Valley Hospital

Darenth Wood Road

DA2 8DA

Gravesend

Gravesham Community Hospital

Bath Street

DA11 0DG

During the inspection we visited the Maidstone PCC and inspected the medicines and controlled drugs for the out of hours vehicle servicing the Cranbrook catchment area.

## Why we carried out this inspection

We carried out an announced comprehensive inspection at on 12, 13 & 14 July 2016 under Section 60 of the Health and

Social Care Act 2008 as part of our regulatory functions. The service was rated as good. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Integrated Care 24 Limited – Head Office on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Integrated Care 24 Limited – Head Office on 7 June 2017. This inspection was carried out to review in detail the actions taken by the service to improve the quality of care and to confirm that the service was now meeting legal requirements.

## How we carried out this inspection

During our visit we:

- Spoke with a range of staff including senior managers, the head of pharmacy and pharmacy technicians.
- Reviewed new operating procedures for medicines management
- Reviewed controlled drugs registers and checked controlled drugs stock.
- Reviewed records; including records of the use of medicines and of prescription forms both computerised and hand written.
- Visited one of the service's Primary Care Centres
- Inspected two out of hours vehicle's medicines and controlled drugs.

# Are services safe?

## Our findings

At our previous inspection on 12, 13 & 14 July 2016, we rated the service as requires improvement for providing safe services as we determined that the service must review the arrangements for the management and recording of controlled drugs to make them more effective.

These arrangements had significantly improved when we undertook a follow up inspection on 7 June 2017. The service is now rated as good for providing safe services.

### Medicines Management

- The arrangements for managing medicines at the service, including emergency medicines and vaccines, helped to keep patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). The service carried out regular medicines audits, to help ensure prescribing was in accordance with best practice guidelines for safe prescribing.
- Blank prescription forms and pads were securely stored and there were systems to monitor their use. We saw that staff complied with the directions and recorded the use of prescriptions so that medicines prescribed could be traced to the patient concerned.
- Patient group directions (PGDs) were used by nurses and paramedics to supply or administer medicines without a prescription. PGDs in use had been ratified in accordance with the Medicines and Healthcare products Regulatory Agency guidance.
- The service held stocks of controlled drugs (medicines that require extra checks and special storage because of their potential misuse) and had standard operating procedures that set out how controlled drugs (CD) were managed in accordance with the law and NHS England regulations. These standard operating procedures were new and drew on the lessons learned from the previous CQC inspection as well as learning from any significant events. The standard operating procedures included auditing and monitoring arrangements, and mechanisms for reporting and investigating discrepancies. The provider held a Home Office licence to permit the possession of controlled drugs within the service. There were also appropriate arrangements for the destruction of controlled drugs.
- The type and dosages of medicines held by the provider had been reduced. For example the provider now held only one strength of diamorphine which made errors less likely. We saw that records of CDs were signed and witnessed by two different people when required.
- There were processes for checking medicines, including those held at the service and also medicines bags for the out of hours (OOH) vehicles. We conducted sample checks of medicines held at a base and for two different OOH vehicles and found that the records and stocks reconciled.
- There were arrangements to help ensure medicines and medical gas cylinders carried in the OOH vehicles were stored appropriately. For example none of the medicines used by the provider required refrigeration. Controlled drugs were secured in cabinets, which complied with the relevant Home Office regulations, and were kept locked.
- Whilst the provider was not required by law to appoint a CD accountable officer, they had appointed one and were in contact with the local CD intelligence network to promote good practice.
- There had been a comprehensive training programme across the provider so that clinicians, drivers and receptionists understood their responsibilities. We spoke with staff who told us that Integrated Care 24 had supported them to undertake specialist pharmacy technician training with an accredited apprenticeship trainer.